

AMENDMENTS TO THE CLAIMS:

Claims 1-12 (Cancelled).

13. (Currently Amended) A system for supervising and supporting customer services offered to a contracted dwelling house over a communication network by a service provider, a supervisory server equipped on the communication network, said system comprising:

a home information communication terminal unit connected to an indoor communication network which is laid in each contracted dwelling house, for receiving a desired service from said service provider by executing a service application program prepared in advance,

a service communication server equipped on said service provider side, for providing various customer services to said contracted dwelling house over said communication network; and

a supervisory server for allowing judging allowance for access of said service communication server to access to said home information communication terminal unit when identifying its authentication but for rejecting it when not identifying its authentication, when receiving an access request from said service communication server, ~~to allow said communication server to access said home information communication terminal unit for identifying its authentication and to reject it when not identifying its authentication,~~ said supervisory server watching communication associated with at least one of said communication server of said service provider and said home information communication terminal unit of said contracted dwelling house, thereby judging whether or not said customer service through said home information communication terminal unit is normally offered to said contracted dwelling house of which home information communication terminal unit is accessed by said communication server of said service provider,

wherein said home information communication terminal unit executes a normal mode to do one of the following: watch the operation ~~and/or~~ watch the movement of a living facility connected to said indoor network laid in each contracted dwelling house,

and interrupts said normal mode to execute an emergency mode for executing necessary emergency operation when receiving an emergency direction from said supervisory server, while said supervisory server sets said home information communication terminal unit equipped in all the dwelling houses in a specific area in said emergency mode to perform necessary remote control.

14. (New) The system of claim 13, wherein said home information communication terminal unit periodically monitors the operation and/or the movement of a living facility connected to said indoor network laid in said contracted dwelling house and automatically reports to said supervisory server in case of abnormality.

15. (New) The system of claim 13, wherein said home information communication terminal unit has a temporary memory in which related data on customer service provided by said service provider and information data for setting the environment of said home information communication terminal unit are stored, and wherein said home information communication terminal unit sends out data stored in said temporary memory as backup data to said supervisory server every predetermined period.

16. (New) The system of claim 13, wherein said supervisory server aggregates and records service charges for said each contracted dwelling house, when said contracted dwelling house receive customer service from said service provider through said home information communication terminal unit.